Message: RE: Birthing Outcome problem

✉️ **RE: Birthing Outcome problem**

From	Kraft, Emily	**Date** Wednesday, March 1, 2017 1:34 PM
To	'Carrie Hoelscher'	
Cc		

🖼️ **image001.jpg** (3 Kb HTML) 🖼️ **image002.png** (7 Kb HTML)

Does Lori use Macs or PCs?

From: Carrie Hoelscher [mailto:carrie@allianceforlifemissouri.com]
Sent: Wednesday, March 01, 2017 1:30 PM
To: Kraft, Emily
Subject: RE: Birthing Outcome problem

Lori at LLPCC is the only one I'm aware of that is having this problem right now. I'll let you know if any other subs contact me with the same problem.

From: Kraft, Emily [mailto:Emily.Kraft@oa.mo.gov]
Sent: Wednesday, March 1, 2017 11:39 AM
To: 'Carrie Hoelscher' <carrie@allianceforlifemissouri.com>
Subject: FW: Birthing Outcome problem

Hi Carrie – Can you answer Leslie's questions below? Thanks!

From: Berhorst, Leslie
Sent: Wednesday, March 01, 2017 11:35 AM
To: Kraft, Emily
Subject: RE: Birthing Outcome problem

Is this sub the only one you've heard having this issue? Or is it more widespread? Has she been able to submit before, but not isn't able to? Do you know if these users are on Macs or regular PC?

From: Kraft, Emily
Sent: Wednesday, March 01, 2017 11:33 AM
To: Berhorst, Leslie
Subject: FW: Birthing Outcome problem

Apparently subcontractors are having trouble with saving birthing outcomes. See info below. Carrie is at the contractor level, and doesn't seem to be having issues saving birthing outcomes, but did experience the page reset issue.

From: Carrie Hoelscher [mailto:carrie@allianceforlifemissouri.com]
Sent: Wednesday, March 01, 2017 11:24 AM
To: Kraft, Emily

Subject: RE: Birthing Outcome problem

The database isn't telling Lori anything, she clicks on submit and nothing happens. She thought maybe it went ahead and saved but when she went back in to check she realized it hadn't saved. She tried several times with the same outcome. I called her and completed the birthing outcome from my log in to see what would happen. Initially, when I selected "known" under FOB info it reset the page and I lost info I'd entered in previous fields. I tried again and that problem didn't repeat itself a 2nd time. I was able to submit the completed BO and it did save from my log in, which is good, but doesn't answer the question of why she can't save it on her end.

Thanks again, I'm sure I'm wearing you out lately. Sorry!
Carrie

From: Kraft, Emily [mailto:Emily.Kraft@oa.mo.gov]
Sent: Wednesday, March 1, 2017 10:20 AM
To: 'Carrie Hoelscher' <carrie@allianceforlifemissouri.com>
Subject: RE: Birthing Outcome problem

What is the database telling Lori when she tries to submit the Birthing Outcome? Can you send a screenshot?

From: Carrie Hoelscher [mailto:carrie@allianceforlifemissouri.com]
Sent: Wednesday, March 01, 2017 10:17 AM
To: Kraft, Emily
Subject: Birthing Outcome problem

Emily,

I hope you don't cringe every time you see another email from me come through! I have another couple of database problems for you to check into. Lori Amato at LLPCC has tried to enter the birthing outcome for an existing client that was moved over to the new database. Her baby was born a little over a month ago and the database isn't letting her enter the birthing outcome. As a result, she's not able to enter the EPDS either. Any tips?

Thanks!
Carrie
Carrie Hoelscher
A2A Program Manager

 Email 1

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